

**WIDEST EXTERNAL DISTRIBUTION (Rev'd. TRICARE/Olsen/010203)**  
**24 / 7 SOS/TRICARE Pacific ELECTIVE CONSULT PROCESS (Navy/Marine ONLY)**

SOS Singapore: 011-65-6338-9277 (Collect Calls Accepted)  
SOS Sydney: 011-61-29372-2460 (Collect Calls Accepted)  
SOS Universal Email: sin.medical@internationalsos.com

**Assumptions**

1. Routine consults/exams (i.e. - Pap smears, eye refractions, mammograms, routine CXRs, etc.) should be completed prior to or after deployment.
2. Elective consults will occur in locations where robust, western style care exists in the Asia Pacific region. Consults should occur in first tier locations if possible.
  - A. First Tier: Manila, Philippines; Hong Kong; Singapore; Adelaide, Brisbane, Perth, Sydney, Canberra and Melbourne, Australia; Bangkok and Pattaya, Thailand; Auckland, Christchurch, Dunedin and Wellington, New Zealand
  - B. Second Tier: Kuala Lumpur, Malaysia; Hobart and Darwin, Australia

**Givens for Elective Consults**

1. PACFLT and MARFORPAC Surgeons will review detailed utilization data monthly/quarterly to determine usage patterns, and will address any issues of apparent over-utilization of elective services.
2. All interactions with International SOS must be regarded as unclassified. OPSEC issues must be resolved prior to initiating email and/or phone transmissions with SOS.
3. Units should not send patients to hospitals without first coordinating the consult with SOS via phone or email. If not coordinated through SOS, a major benefit of their service, namely Case Management and cashless, claimless payments, is negated. **\*\* In the event that healthcare services are delivered without SOS coordination or involvement, the unit may be fully responsible for payment to providers and/or institutions.**
4. Pharmaceuticals or supplies needed for an individual patient are covered under the SOS arrangement. Ship/unit re-supply with either pharmaceuticals or other medical supplies remains expressly prohibited.

**Elective Consult Process**

1. Determination is made that consultation required exceeds capability of ship or unit medical resources.
2. Email consult sent to SOS 7 to 10 days prior to desired consultation visit. Consult must include:
  - A. Patient name
  - B. Patient Social Security Number
  - C. Patient's Unit Name and Defense Medical Information Systems (DMIS) ID
  - D. Brief Clinical History (i.e. - age, sex, chief complaint, duration of complaint, work-up/findings to date and presumptive diagnosis)
  - E. Detailed and Specific Request for Evaluation and/or Study
  - F. Name of Unit's Medical Provider requesting the Consult
  - G. Unclassified email address for Unit's Medical Provider
3. Consult findings will be forwarded electronically to TRICARE Pacific and Unit's Medical via email
4. In the event a consult extends beyond time in port, or causes the patient to miss a unit movement - the unit must leave orders and funding for per diem, lodging, etc. with the Active Duty Member. TRICARE does not pay per diem, lodging or travel expenses.
5. If unit does not leave email address to assist in coordination of patient back to unit, patient will be returned to home duty station when discharged from consultation work-up.

**WIDEST EXTERNAL DISTRIBUTION (Rev'd. TRICARE/Olsen/010203)**  
**24/7 SOS/TRICARE Pacific EMERGENT CARE & AIREVAC PROCESSES**

Ref: 25 APR 2000 MEMO JTF-FA Commander, Ser. 032-00

SOS Singapore: 95-011-65-6338-9277 (Collect Calls Accepted)

SOS Sydney: 95-011-61-29372-2460 (Collect Calls Accepted)

PACOM Duty Officer: 808-477-7227 (Connection to SOS also possible through this Duty Desk)

Theater Patient Movement Requirement Center (TPMRC) Flight Surgeon on Call

DSN: 225-7660/7595/7617/4700

Commercial: 95-011-81-3117-55-7660/7595/7617/4700

**Recall Process**

1. Field Injury Occurs, Local Assessment Completed, Call Placed to SOS Coordinating Doctor on Call
2. SOS Coordinating Doctor evaluates urgency of situation (Handles locally or contacts TPLA Duty M.D.)
3. SOS Contacts TPLA Duty M.D.
4. If patient requires Air Evacuation, TPLA may use SOS Air Ambulance or offer movement to TPMRC (Military AIREVAC)
5. If TPMRC Alternative chosen, TPLA Duty M.D. calls TPMRC Duty Physician for Military Lift
6. TPMRC verifies SOS medical/transport assessment, commits/denies aircraft (60 minute maximum from time of initial phone call between TPLA and TPMRC Physician on Call)
7. Air Evacuation Required but TPMRC can not support, TPLA authorizes SOS to mobilize civilian air ambulance.
8. Air Evacuation Required and TPMRC can support, TPMRC coordinates direct with SOS (AF 3899 Movement Form completed by SOS)
9. Once Civilian Air Evacuation scheduled, TPLA notifies TPMRC of medical evacuation within 60 minutes.
10. TPLA completes In Transit Visibility (ITV) form on patient movement and forwards to TPMRC when patient movement is complete

**Patient Category - Who Coordinates Care/Air Evacuation**

1. Active Duty/ADFM enrolled in WESTPAC Remote: contact SOS
2. Active Duty (USAF, USA, USN, USMC, USPHS/CDC, USCG, Guard Units, MSC, NOAA): contact SOS
3. Active Duty Family Members traveling/vacationing (not enrolled with WESTPAC Remote/SOS): NO SOS, Coordinate through Embassy (see note below if PRIME)
4. TRICARE Retirees: NO SOS, Coordinate through Embassy (see note below if PRIME)

\*Note - TRICARE Prime patients enrolled with a Managed Care Support Contractor (MCSC) (Includes CONUS, Alaska and Hawaii) should contact their regional Health Care Finder for authorization except for life-threatening emergency; suggest putting SOS in contact with MCSC from that region. (TPLA may assist with initial liaison function/introduction between MCSC and SOS if necessary). Numbers for all TRICARE Service Centers are included on our WESTPAC travel card and at <http://www.tricare.osd.mil/main/tollfree.htm>. TRICARE Overseas Program (TOP) Prime not enrolled to WESTPAC Remote/SOS do not require preauthorization for urgent or emergent care, but should contact their PCM if possible.

## SOS / TRICARE Pacific Algorithm

(Medical Evacuation: External Protocol)  
Olsen/Rev'd 010203

### LEGEND

AES: Air Evacuation Squadron  
CAA: Civilian Air Ambulance  
CD: Coordinating Doctor on Call @ SOS-Singapore  
ITV: In Transit Visibility  
SOS: International SOS  
TPLA: TRICARE Pacific Lead Agency  
TPMRC: Theater Patient Movement Requirement Center

